

County of Los Angeles
Executive Office
of the
Board of Supervisors
Customer Service Center



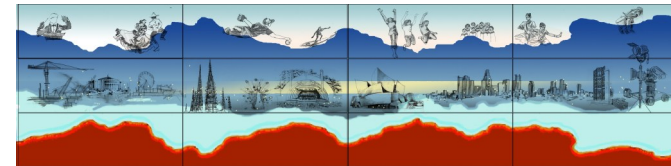
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Customer Service Center



Executive Office of the Board of Supervisors



lacounty.gov

To Enrich Lives through Effective and Caring Service

Customer Service Center

On October 6, 2008, the Executive Office of the Board of Supervisors launched its new, one-stop Customer Service Center. The Customer Service Center's primary mission is to provide an unprecedented level of efficiency and service to constituents by incorporating a variety of new technologies. These technologies will allow for a far easier, near frictionless access to certain aspects of County government.

The Executive Office's goal is to provide more efficient service to all our customers by utilizing



such user-friendly devices as new electronic kiosks from which constituents can now view and print out specific portions of the Board's

weekly agenda, accessible in-office computer workstations, as well as microfilm machine for use by the general public, and a Braille device that can print out hardcopy Board meeting agendas for the visually impaired. Visitors who have business with the Executive Office on Tuesday Board meeting days can also view the ongoing meeting via high-resolution flat panel television.

The Customer Service Center will continue to lead the way with its ongoing commitment to technology-driven services and an even greater commitment to serving constituents by making County government more transpar-



Public Computers

There are three available workstations located within the Customer Service Center. Each workstation has access to public computers with internet access to Government sites (County, City, State) and to Microsoft Office (Word, Excel, Publisher, Powerpoint).

For access to one of the three public computers, a user card is issued to the constituent which allows the user to



log on for two one-hour sessions per day. The user card is valid on a month-to-month basis and can be easily renewed for future use.

To obtain a user card, just ask an available Customer Service Representative.



Also, to better serve all our constituents, one of three workstation is ADA compliant with a large/bright keyboard and font for the seeing impaired as well as a larger stationary mouse for those with limited mobility.

Kiosks

There are several kiosks located throughout the Board of Supervisors' hearing room, the Customer Service Center and at the Lancaster Public Library allowing you to view and print out specific portions of the Board's weekly agenda. In addition, you can now electronically submit your Public Speaker forms through one of the several kiosks.



For electronic notification upon the availability of the Agenda and Supplemental Agenda, subscribe at: <http://bos.lacounty.gov>

Self Serve Microfilm

Need to search for information on past board meeting? Look no further. At the Customer Service Center you are able to search our Microfilm for ordinances, records.....



Brail Machine



Records

Claims